



King County
PROJECT/PROGRAM MANAGER II
DEPARTMENT OF TRANSPORTATION/TRANSIT DIVISION
COMMUTE TRIP REDUCTION
Annual Salary Range \$54,000.13 - \$65,282.05
Job Announcement No.: 03CY3439
OPEN: 7/28/03 CLOSE: 8/6/03

WHO MAY APPLY: This position is open to Sales and Customer Service employees in the Transit Division who are career service employees or current probationary employees who achieved career service status in a previous position.

WHERE TO APPLY: Required forms and materials **must** be sent to: **201 South Jackson St KSC-TR-0419 Seattle, WA 98104**. Or hand deliver applications to **The Career and Employment Center, 201 South Jackson St., Seattle, WA 98104**. Application materials must be received by 4:00 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) **PLEASE NOTE:** Applications not received at the locations specified above will not be processed. Contact Christine Ynzunza at (206) 263-4782 for further inquiries.

FORMS AND MATERIALS REQUIRED: A [King County application form](#), resume and letter of interest detailing your background and describing how you meet or exceed the requirements for this position are required.

WORK LOCATION: 6th Floor of the Yesler Building, Seattle, WA

WORK SCHEDULE: This position is exempt from the provisions of the Fair Labor Standards Act, and is not overtime eligible. The workweek is normally Monday through Friday 8 a.m. to 5 p.m.

PRIMARY JOB DUTIES INCLUDE: This position will perform skilled outreach activities for the Commute Trip Reduction (CTR) unit. Work responsibilities will be executed with minimal supervision and direction by supervisory and management staff. Duties include:

- Provide technical assistance and outreach to employers affected by the Commute Trip Reduction Law.
- Provide assistance to employers and cities in the development of CTR programs and evaluate their effectiveness to meet the requirements of city ordinances.
- Develop marketing strategies to promote Metro products and other transportation solutions.
- Promote commute alternatives to employees.
- Analyze survey data and develop reports required by the State of Washington.
- Manage regulatory process.

QUALIFICATIONS: A bachelor's degree in Communications, Marketing, Planning or Public Administration or other related field, or the equivalent combination of education and related experience is required, as well as a minimum of one year of increasingly responsible experience performing the variety and complexity of tasks associated with this position. Must have proven knowledge, skills and ability in the following areas:

- Strong customer relations skills.
- Current Washington State CTR Program Reviewer Certification, or the ability to pass reviewer certification within six months.
- Successful promotion, marketing, and/or sales experience.
- Demonstrated project management skills.
- Demonstrated negotiations and facilitation experience.
- Ability to comprehend, analyze, evaluate, and communicate in writing and/or orally technical information to non-technical audiences.
- Ability to work under pressure, organize work assignments, set priorities and meet deadlines.
- Skilled at developing and implementing transportation plans for employers or employment sites.

- Skilled in using a PC and appropriate applications (MS Word, Access, and Excel).
- Ability to act in a tactful and diplomatic manner and work on sensitive issues with diverse group of individuals.

NECESSARY SPECIAL REQUIREMENTS: A valid Washington State Driver's License, or the ability to get to meetings out of the office. Ability to lift a 50 pound display case needed for giving presentation at employers work sites.

SELECTION PROCESS: Applications will be screened for qualifications, clarity and completeness. Competitive applicants may be invited to participate in a panel interview.

UNION MEMBERSHIP: Positions in this classification are represented by I.F.P.T.E. Local 17 – Professional and Technical Unit.

CLASS CODE: 243206

Supplemental Questionnaire 03CY3439

The following items address important elements of this position. The information you provide will help determine your eligibility for further consideration. Please ensure your name and the job announcement are included on each sheet you submit.

- 1. Describe your approach to customer service and how you have applied it in your previous work experience.**
- 2. This position focuses on sales of concepts and products to employers that result in changes in how employees choose to travel to work. Describe any experience you have in sales to employers, or in marketing to affect behavior changes, or how you might adapt your experience for this type of marketing/sales work.**
- 3. Describe a project for which you have had full responsibility - what was its goal, who were its stakeholders, how did you determine what the stakeholder needs were and how did you meet them?**
- 4. Write a paragraph of 300 words or less regarding your understanding of the Commute Trip Reduction law.**